

Astra Topics

Reasons why an expense transaction ends up on the workflow administrators worklist.

1. The proxy that submits the expense transaction is also listed as the Supervisor for the traveler.
2. No Supervisor listed on the employee profile.
3. The Supervisor does not have the appropriate approver role.
4. The Supervisor does not have a SMART user id.
5. The Proxy clicks the “Save for Later” button and then the Supervisor clicks the submit button.
6. Supervisor’s active SHaRP employee record is the 1 record and not their 0 record.
7. Department listed on the expense transaction is not covered in the Department approver set up area.

Agencies have reported that they are seeing items for an employee named Phil Morrell, or an expense report has been reassigned by Phil Morrell.

1. Workflow Administrator position – Phil Morrell
 2. Maintain workflow, reassign items, help review workflow set up
 3. Monitor the workflow administrators worklist.
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Employee Profiles:

Multiple records

Choosing default record

Do's and Don'ts

1. Do - Only change the business unit and department for business unit 15000 and those other business units identified as agencies that do not exist in the SMART system.
2. Don't – Change the business unit on records for valid active business units.
3. Do – Always make sure to mark the record for your agency as default. If the employee has multiple records, you should verify the default prior to creating expense transactions.
4. Don't – Change the business unit and department on an expense report if it is showing another agencies information. This is an indicator that the wrong record is marked as a default in the employee profile.
5. Do – Make sure to have default chartfields listed in the employee profile if you are going to process cash advances.
6. Don't – forget to make sure that the profile is valid for expenses.

Expense Types

1. When using the payment type of PCard Airfare, PCard Lodging or PCard other – Make sure to choose the PRPD expense types in order to record the appropriate accounting entries. We currently offer 17 Prepaid expense types.
2. Billable vs non-billable - Currently, the Travel & Expenses module is configured to default a Billing Type of “Billable” onto all transaction lines. If your agency uses the Project Costing module, the system uses the Billing Type to identify whether it needs to create a billable (BIL) row in Project Costing for the expense transaction. The Billing Type field only impacts processing if your agency uses Project Costing and has project chartfields on the transaction line; otherwise, this field does nothing. Please make sure you do not change the Billing Type to “Non Billable” unless the expense transaction is truly non-reimbursable.
3. We have heard from many agencies regarding the desire for a payment type of Direct Bill. This request has been added to the list of requested enhancements and will be evaluated for implementation.

Expense Documents getting stuck in the system.

Two main issues:

1. Approvers using the Send Back feature on expense transactions.
2. Approvers deleting expense lines during the approval process.

We have had many help desk tickets regarding error messages received on expense reports. Examples:

1. Expense report could not be approved due to system error. Please contact your system administrator.

2. The following error occurred during accessing pending approval.....
3. Or another symptom would be that a report has received all approvals but remains in a status of “Approvals in Process”

We have identified these issues and are working with our developers to alleviate these errors. We realize that there will be a need to delete these transactions from the system once the issues have been resolved. Once we know the mechanism for deleting the expense transactions we will communicate it to the agencies.

For the best opportunity to have an expense transaction flow through the system:

1. Expense report is initially submitted with correct expense types and amounts.
2. If there is an expense type that is not allowable, please use the deny feature instead of deleting individual expense lines.
3. If major modifications are needed, deny the expense document and have traveler or proxy create a new expense transaction.
4. Do not use the Send Back feature on any expense transaction.

Job Aids available:

Travel and Expense Job Aids:

- [Adding an Expense Payee](#) (476 KB) [Word] *(new as of July 20, 2010)*
- [Cash Advances](#) (1.61 MB) [PowerPoint]
- [Adding a Bank Account to an Employee Travel Profile](#) (628KB) [Word] *(new as of July 27, 2010)*
- [Adding a Non-Employee for Travel and Expenses](#) (593 KB) [Word] *(new as of July 20, 2010)*
- [Expense Reports](#) (2..62 MB) [PowerPoint]
- [Travel Authorizations](#) (2.45 MB) [PowerPoint]

Questions:

1. Will there be a pooled approval option soon so we don't have to continue changing supervisors?
 - a. The workflow for travel and expenses as delivered allows for 1 and only 1 supervisor approver. However, the process for reassigning expense transactions from one worklist to another is relatively simple and can be done on an as needed basis.
2. Is automatic notification to the traveler coming soon? Agencies not getting emails when expense report is paid – or at least not consistently.
 - a. We understand that some agencies are experiencing issues with receiving the email notifications that are generated for travel and expense transactions. The workflow administrator is researching this issue and working with our developers and affected agencies to pinpoint the problems. We do know that the SMART system is generating the email notifications.
3. Can SMART create a job aid for creating and using expense report templates?
 - a. Yes, as the need arises, I will continue to create and publish job aids.
4. After denying an expense report, is there another step to delete the expense report?
 - a. Yes, once an expense report is denied, the traveler or proxy will need to delete the expense transaction.
 - b. If an expense report has been approved and you realize that it is no longer a valid transaction you can utilize the "Mark Expense Report for Close" process.

Miscellaneous items and work in progress:

1. Remember that banking information was loaded into the SMART system at go-live and there are no ongoing updates. If an employee changes their banking information agencies must remember to update in both SHaRP and SMART.
2. We have an outstanding issues with our tech team to pinpoint how information is moving between the SHaRP and SMART systems.

3. Terminated Employees – We realize that there are some concerns when processing transactions for employees that have left your agency or state service. We are researching this issue.
4. Expense Report Budget checking errors – Modify approved transaction page.
5. Business unit security – Now in the testing phase and once that is completed we will apply it to the SMART system.
6. Travel Authorizations – Must be submitted and approved prior to the travel dates.

Value of a Travel Authorization:

Travel Authorizations are a great management tool used for analyzing

1. Who is traveling
2. The total anticipated cost associated with the travel.
3. Reimbursement of travel expenses
4. Management of pre-trip approvals

According to State policy, Travel Authorizations are required for all out of state travel. The benefits associated with using Travel authorizations for out of state travel hold true for instate travel as well.

The Travel Authorization is our vehicle for encumbering money at year end. It is not our intent to encumber prior year travel expenses using the former DA-118 encumbrance.

Travel Authorizations will save time when creating expense reports because you can create an expense report by copying from a travel authorization.